

Medical Staff Update December 2009

Special points of interest:

- Holiday Wishes from Administration
- Extending Hours—Add-ons—CT Scans

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Medical Staff Update

December 2009

Happy Holiday Season and Healthy, Successful 2010!

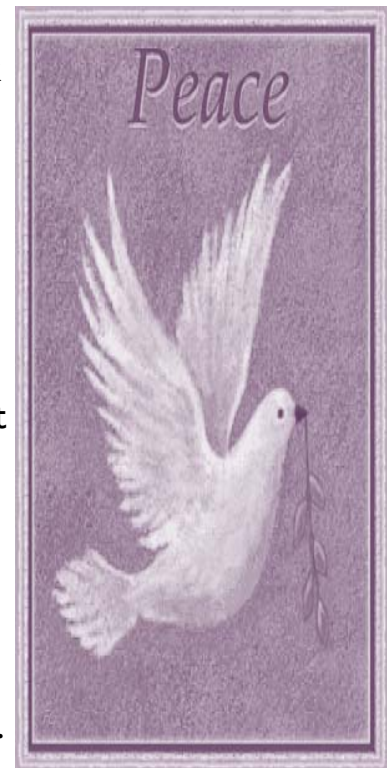
On behalf of the entire staff at Memorial Hospital of South Bend, we want to thank you for your dedication to the highest quality and safety standards throughout the year and for your continued confidence in us for the care of your patients. **We wish you a happy holiday season and a healthy, successful 2010!**

The busy pace of each day, week, month sometimes leads us to forgetting to reflect on the importance of our partnership to create health in our community.

We are honored to have you as part of the Memorial Medical Staff.

**Wishing You and Yours
All the Best!**

Phil Newbold President CEO	Kreg Gruber Vice-President COO, MHSB	Cheryl Wibbens, M.D. Vice-President Medical Staff Affairs
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Extending Hours for Add-On CT Scans

Effective December 14, 2009, the radiology department will be extending its hours for add-on outpatients needing late afternoon CT scans. For CT scans of the abdomen and pelvis, patients should arrive by 3:30pm so that there is adequate time for any oral contrast to travel to the optimum location for scanning. If the patient needs a STAT creatinine drawn, the patient should arrive by 4:00pm to allow for adequate time for the results to be returned. Creatinine results within the last 90 days are needed for any patient over age 65 or any diabetic patients or for any other reason the ordering physician deems necessary. If the results are not within the past 90 days a STAT creatinine is needed. Any other patients needing CT scans should arrive between 4:30pm-4:45pm for their exam.

Following these guidelines will allow the CT department at the hospital to scan add-on outpatients up until 5:00pm whereas prior to these changes the cutoff time was 3:30pm. Any add-on cases still need to be scheduled through the centralized scheduling department at the hospital. In order to communicate results of these CT scans, the hospital will be asking for a direct contact number for the ordering physician so that results can be called in a timely manner in the event the scan is completed after the ordering physician's normal office hour.

Our initial timeline for CPOE and PowerNotes is:

Q4 2009

- Recruit CMIO position to lead CPOE effort. Our goal is to hire a practicing physician to lead the CPOE project.
- Inventory current order sets
- E-Scripton go-live: Quicker turnaround time on physician dictation
- Memorial Board approval

Q1 & Q2 2010

- Formalize CPOE & PowerNotes physician advisory structure
- Order set review with physicians

Q3 / Q4 2010

- Build and test CPOE & PowerNotes and ancillary software
- Continued order set review with physicians

Q1 2011

- Equipment placed for CPOE & PowerNotes
- Physician Training starts
- Physician favorites and preferences built

Q2 2011

- First physician group live with CPOE & PowerNotes

Q3 2011 through 2012

- Scheduled physician go-lives

Q3 2012

- 75% Of all Orders entered via CPOE & PowerNotes

Chief Medical Information Officer (CMIO) Selected

We are very pleased to announce that Dr. Ken Elek, board certified in Family Medicine, has accepted the position of Chief Medical Information Officer (CMIO) in Information Systems. This role is very critical to the success of the ongoing adoption, benefit realization and support of our Electronic Medical Records systems at Memorial. Over the course of the next two years Dr. Elek will help lead the physician transition from paper orders and notes to fully electronic orders and notes.

Dr. Elek will split his time in the first half of 2010 between the Family Medicine Residency Program and Information Systems and fully transition to Information Systems mid 2010.

Dr. Elek has a long successful history at Memorial. He was in private practice for 12 years before he transitioned to the Family Medicine Residency Program where he spent the last 12 years as first Clinic Director and currently as the Director of Procedures and Technology. He is also and has been for many years the Chief of the Family Medicine Department of Memorial Hospital.

Your Input is Requested!

Please take a moment and help us get a comprehensive picture of the patterns and demand in regards to cognitive health services in our community.

The following link leads you to an on-line 8-question survey in which your participation is anonymous. This survey will take less than 3 minutes to complete. [Click here](#) to complete on-line

If your preference is to complete this via a word document form and then print and mail to Mariellan Weaver, Medical Staff Office, you may access this form by clicking on, or going to this link [Cognitive Services Survey](#).

In advance we thank you for your time. Participation in the next 3-weeks, would be appreciated.

Making it easier to get access to your Patients' Chart and Radiology Views!!



When you access the Memorial medical record or radiology views remotely do you hate your keyfob? So do we....

Over the course of the last three months Information Systems has engineered a new approach for physicians to gain access to the Cerner medical record and PACS remotely.

The ONLY difference you will see is you will no longer be asked for your keyfob #(passcode).

You will only need your username and password!

Everything else will look the same and you will continue to access from the D.O.C.S. page qualityoflife.org/docs

This change will take place on: **December 9, 2009**

Please feel free to contact the HELP desk at **574-647-7254** if you should have any difficulty accessing your patients' charts or radiology views.

You may also turn in your keyfob to the Medical Staff office for recycling. Thank you!

A Reminder from the Medical Records Department...

The **timeliness requirements** per the Joint Commission and CMS for H&Ps and Operative Report:

All H&Ps, both medical and surgical, are required within 24 hours of your patient's admission or prior to their surgical procedure.

All Operative Reports are to be dictated after the procedure or within 24 hours at the latest.

We were visited by Joint Commission this year and they did review us under these requirements.

Kathy LaPierre, RHIA, CCS
Medical Records Director

How to Listen Radiology Reports

- Dial into the system (574/647-4990)
- Enter your **physician ID#** followed by the # key.
(Please ignore the prompt for work type. Selecting a work type at this point will NOT allow you to listen to radiology reports.)
- Press *2 or key labeled "**Listen Mode**" a prompt will then ask for the medical record number.
- Enter the **Medical Record Number** followed by the # sign a prompt will then ask for the work type.
- Enter the work type of **20** followed by the # sign.

Review Functions:

1-Next Report	3-Rewind & Play	6-End of Report
7-Forward	*9-Exit Report	8-Beginning of Report

- When done select **0** (zero) for the main menu and then **0** (zero) if you wish to disconnect.

ECF Medication Report

It is finally done - the ECF medication reconciliation report is in Cerner here are the steps:

1. The physician determines what meds the patient should taking at the next provider (ECF) using the Discharge Med Rec Order Sheet by selecting continue, discontinue, or change.
2. The nurse will 'fix' the list by going into the Document Meds by HX tab and making the necessary corrections/adjustments/additions to the list.
3. The nurse or designee will print out the EFC Medication List and send this list with the patient. The physician does NOT need to re-write the meds on the ECF paperwork if this list is sent with the patient (as well as the original signed Discharge Med Rec Order Sheet).

Please feel free to call Jenny with any questions or concerns you may have at 574-647-6638.

The Elimination of Printing Your Patient's Social Security Number

We are planning to remove the printing of the Social Security Number from the patient chart Face Sheet form beginning **April 1, 2010**. Because of this change, we want to give physicians and their offices enough prior notice and lead time to make any changes needed to obtain this information in alternative ways for their practice.

The removal of the printing of the SSN is a step taken to help minimize the risk of identity theft which is a growing concern of our patients. The SSN will still be available in Cerner Power Chart under, "Chart, Patient Information, Demographics". In STAR Web, the SSN is available under, "Patient Demographic Information".

If your office wishes to have access to STAR Web, please contact Tawnn Hoover at 574-647-7677 or thoover@memorialsb.org. Tawnn will coordinate the access and training for your office staff.

Medical Staff Officers

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Please send any information you would like to see included in future newsletters to Mariellan Weaver, mweaver@memorialsb.org or contact her at 574-647-7920

You may view current and previous Medical Staff Updates at www.qualityoflife.org/docs/hospital/newsletter.cfm

**An Additional CME Opportunity:**

Memorial is happy to provide NCME TV™ an online CME service available to all our Medical and Allied Health Staff:

- An online service providing monthly CME video programs on important state-mandated topics, Joint Commission issues, and national performance measures <http://www.ncme.com> ID# 745447
- Presented by national experts; focused on the interests of practicing clinicians
- Medical News Alerts offered each weekday are certified for CME credit. Keep up to date with breaking medical news and prepare for patient inquiries
- Online CME evaluations and automated CME certificates
- Personalized CME credit tracking
- A service of the Network for Continuing Medical Education, providing quality medical education to hospital teams and community physicians

A Note from Infection Control:

Susan Kraska, RN, Infection Control Nurse states

H1N1 continues to circulate in the United States.

As we enter the flu season we remain vigilant as to what kind of influenza patients we are providing medical treatment for.

A useful website for H1N1 updates from the Indiana State Health Department:

www.nd.edu/~pandflu/

TB Immunizations Rules & Regulations Change

Physicians should provide evidence of current PPD testing and any other immunization status required by Indiana State Department of Health at the time of initial appointment. Should prevalence data collected on an ongoing basis suggest the need for re-testing, physicians are expected to comply with the request within the appropriate time frames.

Welcome New Medical Staff Members:

Shrinkhla Agrawal, MD

Pediatrics
 Indiana Health Center
 1901 W. Western Ave., Suite B
 South Bend, IN 46619

Mufutau Akinbile, MD

Pediatric Critical Care
 Memorial Critical Kids
 615 N. Michigan St. / 6th Floor
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Kusumakar R. Bhatt, DO

Family Medicine, *Affiliate Membership*
 Mishawaka Clinic
 420 W. Fourth Street, Ste. 300
 Mishawaka, IN 46544

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 Memorial Advanced Cardiovascular Institute
 610 N. Michigan Street - Suite 400
 South Bend, IN 46601

Ashok A. Jayashankar, MD

Teleradiology
 Vision Radiology
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 Mishawaka, IN 46544

Patrick J. Viscardi, MD

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